

Claim Listing:

This claim listing replaces all prior claim listings:

1. (Currently Amended) A method implemented on a data processing system, the method comprising:

the data processing system displaying a list of service providers to a service seeker via an internet connection, the list indicating individually whether each service provider in the list of service providers is currently available to provide live advice to the service seeker at a time when the service seeker is viewing the list;

the data processing system receiving, from a service seeker, an appointment request for a live advice communication with a selected service provider during a service seeker specified appointment time;

the data processing system determining whether the selected service provider is available during the service seeker specified appointment time;

~~when the selected service provider is unavailable during the appointment time,~~
~~determining one or more alternate available appointment times of the selected service provider;~~

~~providing the one or more alternate appointment times to the service seeker; and~~

~~receiving a appointment time selected from the one or more alternate appointment times by the service seeker as the service seeker specified appointment time;~~

~~when the selected service provider is available during the service seeker specified appointment time, providing the appointment request to the selected service provider;~~

~~receiving a message at the data processing system from the selected service provider, the~~
~~message indicating whether or not the appointment request is accepted; and~~
~~when the message indicating that once the appointment request is accepted by the~~
~~selected service provider,~~
~~the data processing system scheduling a live advice communication appointment~~
~~between the service seeker and the selected service provider; and~~
~~connecting the selected service provider with the service seeker for a live advice~~
~~communication at the specified appointment time,~~
~~at the live advice communication appointment, the data processing system~~
~~establishing a first real time communication connection with one of the~~
~~service seeker or service provider;~~
~~in response to establishing the first real time communication connection, the data~~
~~processing system establishing a second real time communication~~
~~connection with one of the service seeker or service provider; and~~
~~in response to establishing at least the second real time communication~~
~~connection, the data processing system connecting the first and second~~
~~real time communication connections to the service provider provide live~~
~~advice to the service seeker at the scheduled appointment.~~

2-3. (Canceled)

4. (Currently Amended) The method of claim 1, wherein ~~providing~~ scheduling the appointment request further comprises:

requesting a deposit from the service seeker;
once the deposit is received from the service seeker, verifying a telephone number of the
service seeker; and
once the service seeker telephone number is verified, sending an appointment request
confirmation to the service seeker.

5. (Original) The method of claim 1, wherein scheduling the live advice communication
appointment further comprises:

determining whether an appointment acceptance is received from the selected service
provider;
once the appointment acceptance is received from the selected service provider, sending
an appointment confirmation to the service seeker; and
sending an appointment confirmation to the selected service provider.

6. (Canceled)

7. (Currently Amended) The method of ~~claim 6~~ claim 1, wherein ~~linking the service seeker~~
~~and the selected service provider further comprises the method further comprises:~~

when the selected service provider fails to accept the communications connection from
the ~~service provider~~ data processing system, contacting an alternate system
selected service provider within a field of service of the selected service provider
as an alternate service provider; and

once the alternate service provider accepts the communications connection from the ~~service provider data processing system, linking establishing a real time communication~~ between the alternate service provider and the service seeker ~~via the communications devices~~ for a live advice communication there between.

8. (Currently Amended) The method of claim 7, further comprising:
once the ~~call~~ real time communication between the service seeker and the alternate service provider is complete, providing the service seeker with a gift from the selected service provider.
9. (Currently Amended) The method of ~~claim 6~~ claim 1, further comprising:
when the service provider is engaged in a separate live advice communication during the service provider system communication connection, notifying the service provider of the scheduled advice communication appointment;
receiving a response from the service provider to accept/reject the appointment notification;
when the selected service provider accepts the appointment notification, terminating the live advice communication with a current service seeker; and
once the advice communication is terminated, ~~linking separately establishing a real time communication connection between~~ the selected service provider and the service seeker ~~via the communications devices~~ for a live advice communication.

10. (Currently Amended) The method of claim 1, wherein ~~providing scheduling~~ the appointment request further comprises:

generating a service seeker appointment alert within an appointment screen of the selected service provider, wherein the appointment screen includes a list of each service provider accepted appointment and a list of alerts for each pending appointment requests received by the selected service provider.

- 11-20. (Canceled)

21. (Currently Amended) A computer readable storage medium embodying instructions, the instruction causing a data processing system to perform a method, the method comprising:

a data processing system displaying a list of service providers to a service seeker via an internet connection, the list indicating individually whether each service provider in the list of service providers is currently available to provide live advice to the service seeker at a time when the service seeker is viewing the list;
the data processing system receiving, from a service seeker, an appointment request for a live advice communication with a selected service provider during a service seeker specified appointment time;
the data processing system determining whether the selected service provider is available during the service seeker specified appointment time;
~~when the selected service provider is unavailable during the appointment time,~~
~~determining one or more alternate available appointment times of the selected service provider;~~

providing the one or more alternate appointment times to the service seeker; and
receiving a appointment time selected from the one or more alternate appointment
times by the service seeker as the service seeker specified appointment
time;
when the selected service provider is available during the service seeker specified
appointment time, providing the appointment request to the selected service
provider;
receiving a message at the data processing system from the selected service provider, the
message indicating whether or not the appointment request is accepted; and
when the message indicating that the appointment request is accepted by the selected
service provider,
the data processing system scheduling a live advice communication appointment
between the service seeker and the selected service provider; ~~and~~
~~connecting the selected service provider with the service seeker for a live advice~~
~~communication at the specified appointment time.~~
at the live advice communication appointment, the data processing system
establishing a first real time communication connection with one of the
service seeker or service provider;
in response to establishing the first real time communication connection, the data
processing system establishing a second real time communication
connection with one of the service seeker or service provider; and
in response to establishing at least the second real time communication
connection, the data processing system connecting the first and second

real time communication connections to the service provider provide live
advice to the service seeker at the scheduled appointment.

22-23. (Canceled)

24. (Currently Amended) The computer readable storage medium of claim 21, wherein
~~providing~~ scheduling the appointment request further comprises:
requesting a deposit from the service seeker;
once the deposit is received from the service seeker, verifying a telephone number of the
service seeker; and
once the service seeker telephone number is verified, sending an appointment request
confirmation to the service seeker.

25. (Original) The computer readable storage medium of claim 21, wherein scheduling the
live advice communication appointment further comprises:
determining whether an appointment acceptance is received from the selected service
provider;
once the appointment acceptance is received from the selected service provider, sending
an appointment confirmation to the service seeker; and
sending an appointment confirmation to the selected service provider.

26. (Canceled)

27. (Currently Amended) The computer readable storage medium of ~~claim 24~~ claim 26, wherein ~~linking the selected service seeker and the service provider further comprises the~~ method further comprises:
- when the selected service provider fails to accept the communications connection from the data processing system, contacting an alternate system selected service provider within a field of service of the selected service provider as an alternate service provider; and
- once the alternate service provider accepts the communications connection from the data processing system, establishing a real time communication between the alternate service provider and the service seeker via for a live advice communication therebetween. ~~when the selected service provider fails to accept the communications connection from the service provider system, contacting an alternate system selected service provider within a field of service of the selected service provider as an alternate service provider; and~~
- ~~once the alternate service provider accepts the communications connection from the service provider system, linking the alternate service provider and the service seeker via the communications devices for a live advice communication therebetween.~~
28. (Currently Amended) The computer readable storage medium of claim 27, further comprising:
- ~~once the~~ real time communication between the service seeker and the alternate service provider is complete, providing the service seeker with a gift from the selected service provider.

29. (Currently Amended) The computer readable storage medium of ~~claim 21~~ claim 26, further comprising:
- when the service provider is engaged in a separate live advice communication during the service provider system communication connection, notifying the service provider of the scheduled advice communication appointment;
- receiving a response from the service provider to accept/reject the appointment notification;
- when the selected service provider accepts the appointment notification, terminating the live advice communication with a current service seeker; and
- once the advice communication is terminated, ~~linking~~ separately establishing a real time communication connection between the selected service provider and the service seeker ~~via the communications devices~~ for a live advice communication.
30. (Currently Amended) The computer readable storage medium of claim 21, wherein ~~providing~~ scheduling the appointment request further comprises:
- generating a service seeker appointment alert within an appointment screen of the selected service provider, wherein the appointment screen includes a list of each service provider accepted appointment and a list of alerts for each pending appointment requests received by the selected service provider.
- 31-45. (Canceled)

46. (New) A system comprising:

- a first unit to display a list of service providers to a service seeker via an internet connection, the list indicating individually whether each service provider in the list of service providers is currently available to provide live advice to the service seeker at a time when the service seeker is viewing the list;
- a second unit to receive, from a service seeker, an appointment request for a live advice communication with a selected service provider during a service seeker specified appointment time;
- a third unit to determine whether the selected service provider is available during the service seeker specified appointment time;
- the third unit to schedule a live advice communication appointment between the service seeker and the selected service provider; at the live advice communication appointment, the third unit to establish a first real time communication connection with one of the service seeker or service provider;
- in response to establishing the first real time communication connection, the third unit to establish a second real time communication connection with one of the service seeker or service provider; and
- in response to establishing at least the second real time communication connection, the third unit to connect the first and second real time communication connections to the service provider provide live advice to the service seeker at the scheduled appointment.

47. (New) The system of claim 46, wherein the third unit is to further:
request a deposit from the service seeker;
once the deposit is received from the service seeker, the third unit is to verify a telephone
number of the service seeker; and
once the service seeker telephone number is verified, the third unit is to send an
appointment request confirmation to the service seeker.
48. (New) The system of claim 46, wherein the third unit is to determine whether an
appointment acceptance is received from the selected service provider;
once the appointment acceptance is received from the selected service provider, the third
unit is to send an appointment confirmation to the service seeker; and
third unit is to send an appointment confirmation to the selected service provider.
49. (New) The system of claim 46, wherein when the selected service provider fails to
accept the communications connection from the service provider system, the third unit is
to contact an alternate system selected service provider within a field of service of the
selected service provider as an alternate service provider; and
once the alternate service provider accepts the communications connection from the
service provider system, the third unit is to establish a real time communication
between the alternate service provider and the service seeker for a live advice
communication there between.

50. (New) The system of claim 46, further comprising:
once the real time communication between the service seeker and the alternate service provider is complete, the third unit is to provide the service seeker with a gift from the selected service provider.